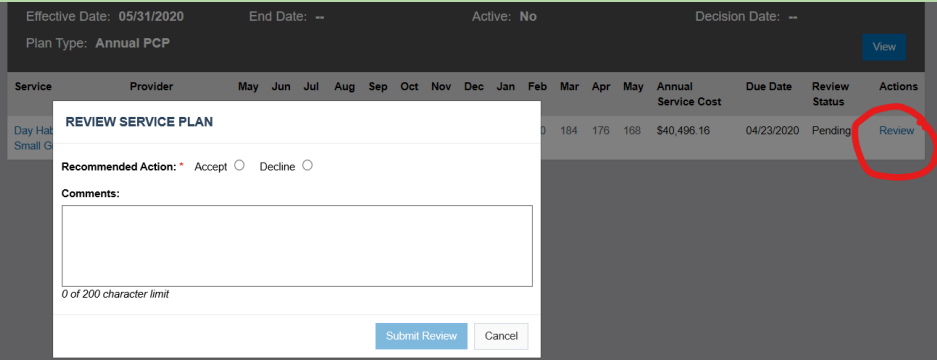
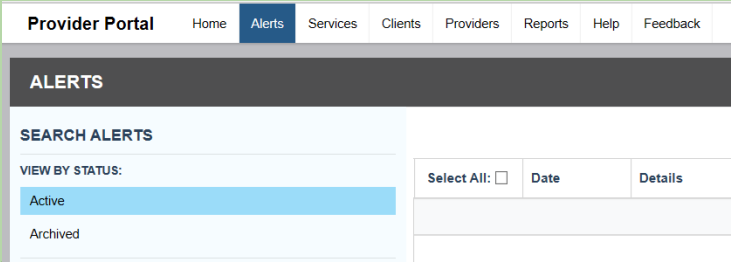


Updates			
Item Number	Item Name	Description	Primary Impacted Audience
CR 205099	Access Changes for CCS Agencies	<p>Broad updates were made to CCS ability to see certain individuals in the system. This helps to ensure that CCS agencies are only able to search for and view individuals that their agency was assigned to serve.</p> <p>These updates impact all the CCS user roles:</p> <ul style="list-style-type: none"> -- CCS Coordinator -- CCS Supervisor -- CCS Agency Administrator - OS -- CCS Agency Administrator - Waiver -- CCS Agency Primary Administrator -- CCS Agency Administrator - CA <p>When using the Client Search Page, all CCS Agency users will only be able to see results that include individuals assigned to their agency. This is further detailed below:</p> <p>1) All CCS Agency Users will be able to search and see information for any person that is currently assigned to their agency. When a CCS Agency user views the person's profile, the CCS will be able to see that person's information which including enrollment, various forms and worksheets, Case Management activities, PCPs and Attachments.</p> <p>2) All CCS Agency Users who were previously assigned, but are no longer assigned to an individual have up to 1 year to complete submission of billing activities for that individual, per Maryland Medicaid requirement. To allow for this, a recently unassigned CCS agency will be able to search for and view the individual they previously served, but the agency is now extremely limited to only specific information about the individual for up to 1 year. During this limited view period, CCS agencies may see the activities page to enter billing and may only view limited enrollment related information. CCS Agencies will not be able to view any PCPs, Client Attachments or any demographic information during this period of unassignment where billing is available. After the 1 year from the unassignment date, Staff at the Previously-assigned CCS agency will no longer be able to search for or view any details about the individual.</p> <p>All CCS Agency users will not be able to search for an individual that they are not currently assigned to and individuals the Agency has never served.</p>	CCS Agencies
WO - 183	Update Provider Access for Billing and Claims Reports	<p>Provider Staff who can access Reports in LTSS was updated per Provider Agencies request. Admin Provider roles are able to access ALL reports, however other roles are limited in the reports that can be viewed:</p> <p>---Can be accessed by the following Roles: Provider Program Director, Provider Program Staff,</p> <ol style="list-style-type: none"> 1. Authorized Services Report 2. Authorized Clients Report <p>---Can be accessed by the following Role: Billing Provider</p> <ol style="list-style-type: none"> 1. Provider Portal Claims Report 2. Remittance Advice Report 3. DDA State Payment Report 4. DDA Services Rendered Report 5. Authorized Clients Report 6. DDA Authorized Services Report 7. EVV Services Overlap Report 8. EVV Services Rendered Report 	Service Provider Agencies

WO - 183	Provider Portal- Billing Entry Updates	<p>Providers users now have the ability to:</p> <ol style="list-style-type: none"> 1) Save a billing entry in the In-Progress tab after review and later come back to submit it, if needed 2) Filter duplicate entries submitted for a specific date range so that you can view multiple day duplicates at once 3) View the count of Duplicate Billing Entries on the Home Page in "Resolve by Provider" section under Actions Required widget so that you can take corrective actions <p>In addition, there were updates to the view on In-progress items so that Provider users have easy access to view follow-up items and take necessary action</p> <p>*Note: This new functionality will be updated to the current DDA Provider Portal User Manual</p>	Service Provider Agencies
CR 171816	Labeling MMIS Address fields in Provider Portal	<p>Providers can now clearly see what address has been set up as billing and correspondence address for ALL provider locations.</p> <p>Each Provider Address is labeled (if applicable):</p> <ol style="list-style-type: none"> 1) Remit Address, Check Address 2) Correspondence Address 3) Service Address <p>Please reach out to your regional Provider Relations for any needs to update the address.</p>	Service Provider Agencies
CR 171817	Tracking Program Staff review of Service Acceptance Referrals	<p>New functionality allows Provider Program Staff to document reviewed service referrals and make recommendations for next steps.</p> <p>Provider Program staff can click "Review" to review a pending Service. Upon clicking "Review", provider program staff can enter the necessary information and recommend to "Accept" or "Decline" the service. The Program Director or Admin Provider may review the entered notes and their staff's recommendation, then complete the final acceptance or declination of a service prior to signing the signature sheet.</p> <p>See below for a screenshot of this new review popup screen</p> 	Service Provider Agencies

CR 188463	Admin Providers auto-access to all Agency locations	<p>The new functionality allows Admin Providers at each agency to appropriately manage their location assignments and staff assignments independent of the DDA.</p> <p>Moving forward, when a new agency location is approved via ePREP and updated in LTSSMaryland, the Agency location will auto-populate in the available locations for all Agency Admin user roles. Each Agency Admin role is able to assign themselves and/or other staff to the new location.</p> <p>Example: Agency Name: Test Agency Number of Admin Provider roles: 5</p> <p>Test Agency Location on 123 Main street (MA# 123456789) was just approved and imported into LTSS today. All 5 Agency Admins at Test Agency will have this new MA# and location available under their list when assigning or updating staff accounts. Agency Admins can add this new location to their own list and/or add the new location to the list for another staff member at the agency at anytime.</p> <p>This new functionality will start to apply to provider locations that are approved after 4/18/2020.</p> <p><i>*Note: This new functionality will be updated to the current DDA Provider Portal User Manual</i></p>	Service Provider Agencies
CR 171809	Provider Portal- DDA Provider Alerts	<p>Previously, the alert functionality was not available for DDA providers. The alert functionality has now been enabled for use of DDA Providers.</p> <p>Providers will receive assignment and eligibility/enrollment related alerts only for individuals the provider is authorized to serve. Providers will also receive alerts if the Provider Agency is removed from a previously accepted service plan that was yet to be approved by the Regional office. This may occur if, for example, the individual chooses a different provider or a different service.</p> <p>Providers can click on the alerts tab, view alerts and be able to search by relevant alert types.</p>  <p>There are 5 alert types:</p> <ol style="list-style-type: none"> 1) Client Assignments 2) Client Disenrolled from DDA State Funded 3) Client Loses MA Eligibility 4) Client Loses Waiver Eligibility 5) Provider Removed from Pending Client Service Plan <p><i>*Note: This new functionality will be updated to the current DDA Provider Portal User Manual</i></p>	Service Provider Agencies
Defects			
Item Number	Release Item Name	Description	Primary Impacted Audience

DDA LTSS Maryland Functionality Updates- April 2020

205929	Overall Decision Form: Unable to submit	<p>Issue: In the process of submitting an Overall Decision Form (ODF) to enroll individuals into waiver programs, EDD users would experience an error that prevented them from being able to submit the ODF</p> <p>Fix: The backend error causing this issue was remedied. Overall Decision Forms can be entered into the system by EDD users as needed.</p>	EDD, DDA Regional Offices
205000	RO unable to view Progress Notes entered by CCS	<p>Issue: DDA Regional Office users who are able to currently use the Progress Notes page were unable to see some progress notes entered by CCS Agencies</p> <p>Fix: The system was updated to ensure that all RO and HQ users were able to view all progress notes entered by CCS agencies</p>	DDA Regional Offices
199619	Alerts: ODF submission Alerts not generating for CS & FS	<p>Issue: Upon submission of the Overall Decision Form (ODF) by EDD for people in CS and FS waivers, alerts were not being generated to the appropriate regional office staff to notify of the enrollment completion</p> <p>Fix: System was updated to ensure that alerts were distributed to the assigned staff at the regional office whenever EDD completed the enrollments steps for any individual in a waiver program.</p>	DDA Regional Offices
201593	PCP: Annual Svc Cost total includes svcs in mo.s outside 12 mo. calendar	<p>Issue: Annual Service cost totals in the service referral acceptance process included additional months that were not applicable</p> <p>Fix: System updated to ensure only the months applicable to the plan were included in the totaling of the cost for each service line</p>	Service Provider Agencies
197142	PCP: 'Delete' function is not responding [error not displayed in UI]	<p>Issue: Delete function missing for some services in PCP</p> <p>Fix: Logic updated to ensure delete button is available next to service line when appropriate</p>	CCS Agencies
197428	ACL: User role hierarchy for Billing Provider role	<p>Issue: Provider Agency staff with Billing Provider role and Admin Provider role caused some issues with the user being able to complete necessary functions.</p> <p>Fix: The fix ensures that users who have both an Admin Provider role and a Billing Provider role do not have conflicting issues when using the system</p>	Service Provider Agencies
214405	CCS - PCP: not accepting CSQ	<p>Issue: Residential CSQs that were fully and correctly completed were throwing an error when CCS attempted to submit the PCP.</p> <p>Fix: The issue that was causing this error was remedied. If a CSQ is needed, please complete as appropriate and submit the PCP.</p>	CCS Agencies
211705	Reprocess Claims and Activities with new procedure code	<p>Issue: BSS Proc code incorrect, not appropriately processing BSS related services to a claim</p> <p>Fix: The appropriate procedure code has been applied to related BSS services. Previously submitted claims that were in exceptions should reprocess appropriately. Any new billing entries should process correctly the first time</p>	Service Provider Agencies (Only Pilot Agencies)
211740	Retainer fee for CLGH services	<p>Issue: For Pilot Individuals where a retainer fee was billed, the system was throwing an error indicating Provider had reached maximum when there were still available units</p> <p>Fix: The system was updated to ensure it accurately counts the available retainer fee units for each individual across the plan year. All pending provider retainer fee payments should have processed and paid appropriately</p>	Service Provider Agencies (Only Pilot Agencies)